Total Army Quality/ Total Quality Management

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Outline

- What is TQM
- TAQ Principles and concepts
- OPTEC’s TQM Architecture and Vision
- TQM at Work within OPTEC
- FADE Problem Solving Technique
- Tools of the trade
- What is Quality

What is TAQ/TQM?

The application of quantitative methods by trained people to assess and continually improve the processes by which all products and services are provided to our customer.

What is it really?

- Leadership
- Management
- Common sense

Sam Hay

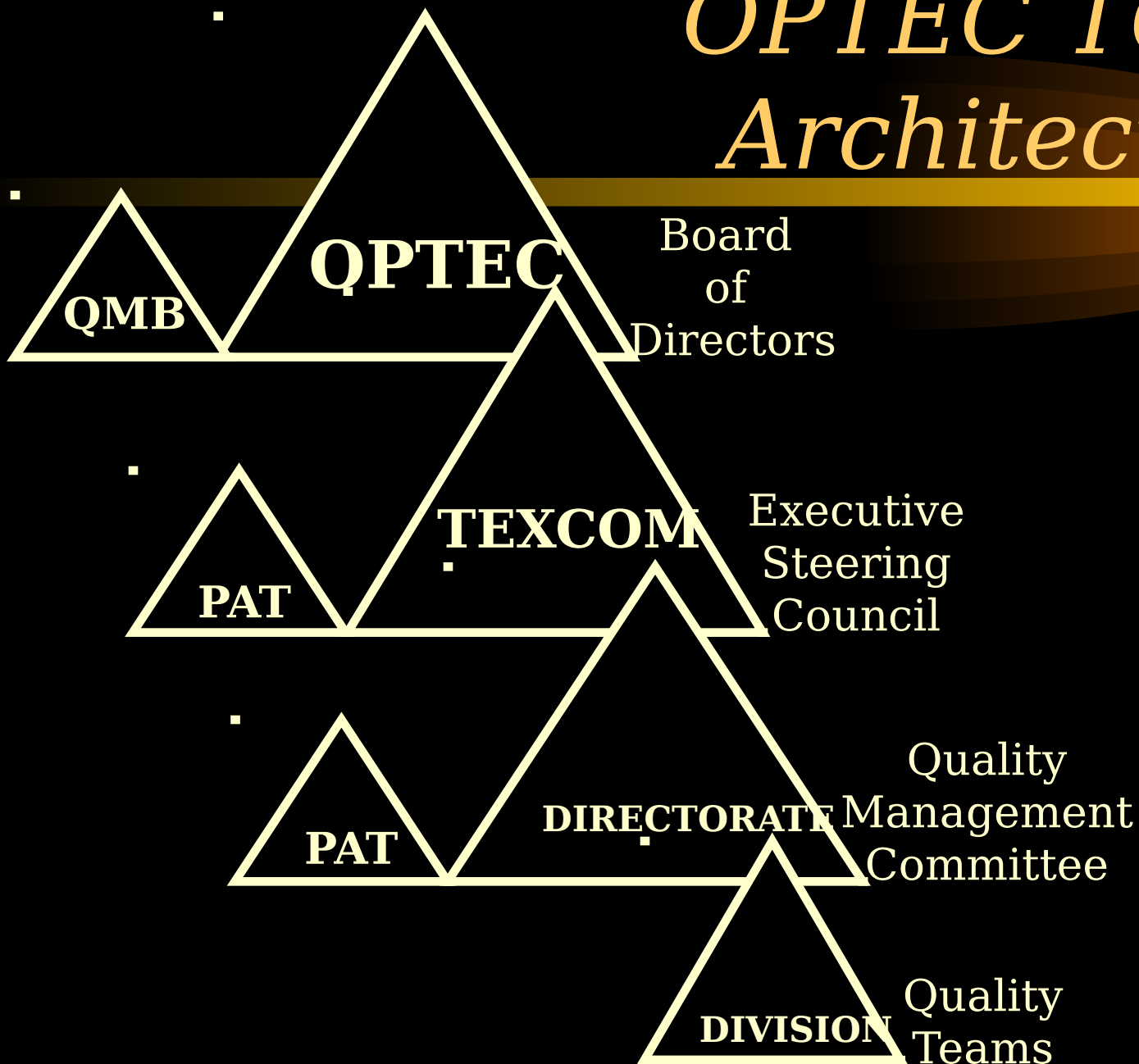
TAQ Principles

- Leadership vision and commitment
- Customer focus
- Employee empowerment
- Continuous improvement

TAQ Concepts

- Design quality and waste prevention
- Management by fact
- Partnership development
- Fast response
- Results focus
- Organizational responsibility and citizenship
- Long-range view of the future

OPTEC TQM Architecture



OPTEC Vision

- Mission Oriented. An OPTEC whose experiments, tests, and evaluations are responsive, accurate, cost effective, impartial, innovative, and timely.
- Team Centered. An OPTEC founded on a high performing work force, committed to teamwork, and selflessly dedicated to the mission success and survival of the American soldier.
- Customer Focused. An OPTEC which is invaluable to our soldiers, combat developers, materiel developers, and senior leaders by providing independent, objective, and comprehensive test and evaluation of materiel and concepts.
- Future Positioned. A lean, cohesive, and versatile OPTEC which anticipates and leads change in response to new technologies, new ideas, and changing battlefield requirements.

TEXCOM Vision

A TEXCOM that contributes to the Army's success on future battlefields by conducting realistic, objective operational test and experiments on weapons, equipment, and doctrine using state-of-the-art- technology and driven to excellence by a professional workforce motivated by a commitment to the American soldiers of

FSTD Vision

A professional, mission-focused directorate

that contributes to the field artillery's future successes on the battlefield of the 21st century by providing soldiers with systems and doctrine that have been rigorously tested under realistic operational

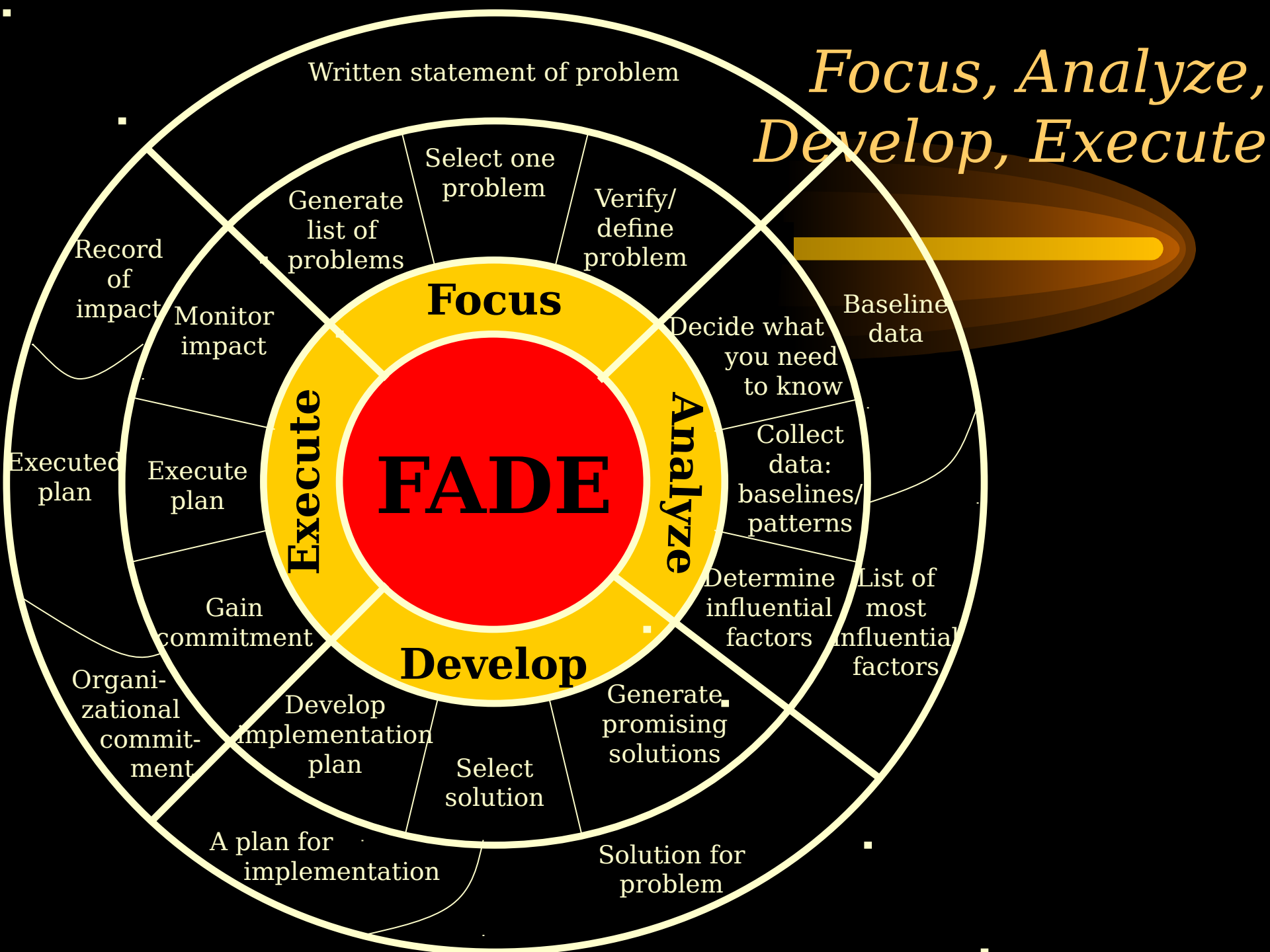
TQM at Work

- Quality Management Committee
- Divisional Quality Teams
- OST
- Process Action Teams (PAT)

TQM at Work

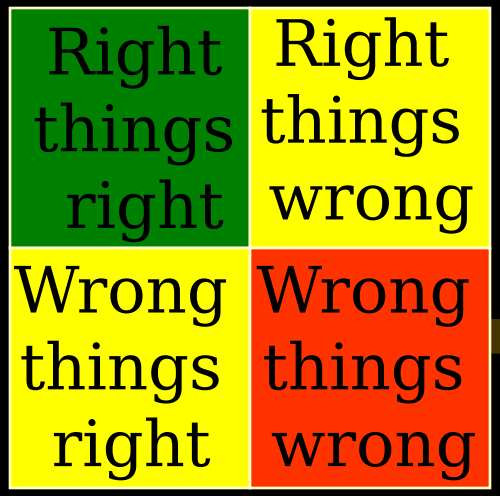
- Test Teams (Quality Action Teams (QAT))
- PRB review of documentation
- DVT/DAG
- EBB
- OTP Square(s)
- Staff Call
- Regs, Memos, and TOPMs
- AIS User Meetings

Focus, Analyze, Develop, Execute



Tools of the Trade

- Brainstorming
- Multi-voting
- Selection Grid
- Impact analysis
- Problem Statement
- Association



What is Quality

Quality is simply doing

"the right thing right"

The Bottom Line

QM is TEXCOM's management philosoph
s the way we do business. It is not a para
cess to the chain of command, but a tool
ommanders, directors, and supervisors t
ccomplish their mission more effectively
d efficiently. TQM helps guide all memb
f the TEXCOM team toward achieving th
TEXCOM Vision.

TEXCOM MEMO 5